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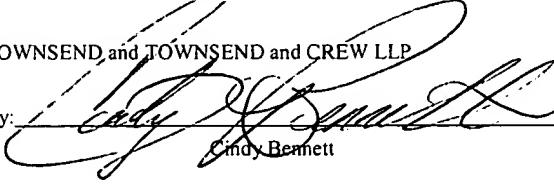
E. Shirene Willis, Sr. Petitions Attorney  
Office of Petitions  
Commissioner for Patents  
Box DAC  
Washington, D.C. 20231

**PATENT**  
Docket No. 020366-069210US



On November 8, 2002

~~TOWNSEND and TOWNSEND and CREW LLP~~

By:   
*Cindy Bennett*

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen, *et al.*

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT

Examiner: Hayden, Rick (Nathaniel)

Art Unit: 2642

DECLARATION OF  
CHAD S. HILYARD

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

I, Chad S. Hilyard, Registration No. 40,647, states as follows:

I am an attorney at Townsend and Townsend and Crew LLP.

Prosecution of this application, to date, is as follows:

1. The PTO mailed a Notice to File Missing Parts on 10/27/00;
2. Qwest filed a Response to the Notice to File Missing Parts and a Petition Under 37 CFR §1.47(a) on 04/27/01;
3. The Petitions Branch of the PTO issued a Decision Refusing Status Under 37 CFR §1.47(a) on 07/05/01;
4. Townsend and Townsend and Crew ("TTC"), and more specifically, I took over prosecution of the application on or about early May 2001;
5. On July 19, 2001, the PTO apparently mailed a Notice of Abandonment to Qwest indicating that the patent application went abandoned for failure to

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pay the appropriate fees at the time the Response to the Notice of Missing Parts was filed. I never received the Notice of Abandonment dated July 19, 2001.

6. In July, 2001, I tried to contact the two non-signing inventors, Leo Quintanar and Benjamin Hansen. At that time, we did not hear from either of the inventors, so I prepared and filed a new Petition under 1.47(a) on 09/05/2001;
7. On or about 10/20/2001, Leo Quintanar contacted me and informed me that he did receive the patent application and new declaration, but that he had moved to California. I then prepared a new declaration reflecting Mr. Quintanar's new address for his signature, and mailed it to him on 10/30/2001. Mr. Quintanar signed and returned to Declaration to me and I filed it with the PTO on 12/21/2001;
8. On 05/08/02 the PTO mailed a Notice of Abandonment for the application.
9. On 10/11/02 the Office of Petitions mailed a Decision declining the §1.47(a) Petition because the application was previously abandoned. The Decision noted that Applicant could file a Petition to Revive an Unintentionally Abandoned Application.

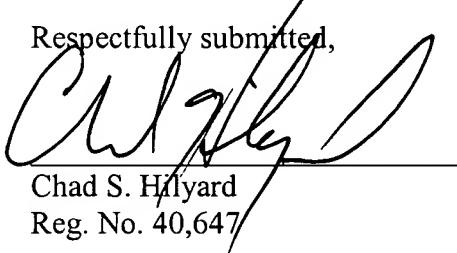
My assistant Cindy Bennett had a telephone conversation with Sr. Petitions Attorney, E. Shirene Willis, discussing the status of this application. During those discussions, it is my understanding that Ms. Willis would accept the submitted Declarations and the 1.47(a) Petition upon a statement from me regarding the difficulty on contacting the inventors at this time.

At this time, we do not know the location of any of the inventors in this case. Mr. Hansen's last known address is the same address as stated in my Declaration Under 37 CFR §1.47(a) filed September 5, 2001. The last know addresses of Mr. Quintanar and Mr. Morrison are the addresses stated on their signed and submitted Declarations. TTC has not been in contact with Mr. Quintanar since he returned his signed Declaration almost a year ago. TTC has not been in contact with Mr. Morrison or Mr. Hansen at all. It would be very difficult, if not impossible, to obtain a signed Declaration from each of these inventors again. Indeed, we have never made contact with Mr. Hansen. The signed Declarations by Mr. Morrison and Mr. Quintanar are accurate. Our §1.47(a) Petition

with regard to Mr. Hansen is still the same. Therefore, I respectfully submit that the submitted signed Declarations from Mr. Morrison and Mr. Quintanar, and the §1.47(a) Petition should be accepted.

Applicant hereby submits a Petition to Revive an Unintentionally Abandoned Application with this Statement, and respectfully requests reconsideration of Petition Under 37 CFR §1.47(a). Applicant also requests the Notice of Abandonment be respectfully withdrawn.

Respectfully submitted,



Chad S. Hillyard  
Reg. No. 40,647

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